



**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES**

Nicholas A. Toumpas
Commissioner

December 17, 2015

To: NH Medicaid Wheelchair Van and Non-emergency Ambulance Transportation Providers

**Changes in NH Medicaid's Non-emergency Transportation Program,
Including wheelchair van and non-emergency ambulance transportation**

State Fee-for-Service Non-emergency Transportation Services

Effective January 1, 2016, all non-emergency transportation for NH Medicaid recipients in the Fee-for-Service (FFS) program will be handled by Coordinated Transportation Solutions (CTS). Wheelchair van and non-emergency ambulance transportation are included in this change. For trips provided prior to January 1, 2016, wheelchair van and non-emergency ambulance providers should continue to submit their claims through the state MMIS system. Beginning January 1, 2016, CTS will be handling all transportation requests and claim payments for dates of service on or after January 1, 2016.

New Hampshire Health Protection Program's Non-Emergency Transportation Wrap Benefit for Members in the Premium Assistance Program (PAP)

The New Hampshire Health Protection Program (NHHPP) currently has over 40,000 members who are enrolled with one of the two managed care organizations (MCOs): New Hampshire Healthy Families or the Well Sense Health Plan. These members currently receive their non-emergency transportation services through the MCOs, who have contracted with CTS. Beginning on January 1, 2016, most NHHPP recipients will receive their health care coverage from one of five commercial Qualified Health Plans (QHP) listed on the NH Marketplace. These QHPs do not include non-emergency transportation in their benefit plan so non-emergency transportation--including wheelchair van and non-emergency ambulance rides--will be covered by DHHS through a contract with CTS.

What does this mean for our transportation providers?

- 1) Providers already enrolled with CTS do not have to re-enroll with CTS to provide services to the above two groups.
- 2) CTS's policies and procedures for FFS and PAP member trips will be the same as those currently used for New Hampshire Healthy Families and Well Sense Health Plan member trips.
- 3) CTS, through its unit known as the DHHS Transportation Center, will be handling non-emergency transportation requests from FFS Medicaid recipients and PAP members. The DHHS Transportation Center's toll-free phone number is 844-259-4780.

Transportation providers who have questions about this change should call CTS at 800-492-9923 or email Edward Platt, CTS Director of Operations: eplatt@ctstransit.com